

JOB OPPORTUNITY

Posting Date

MASSACHUSETTS TRIAL COURT

Job Description and Qualifications
for
Probation Office Manager

All Applications must be received by:

SUMMARY OF SERIES:

This position is responsible for supervising a Probation Office. Work involves the direct supervision of all work units and clerical staff within the office. In addition, this series is responsible for providing service to the public and other individuals with business with the court consistent with policies on confidentiality.

MAJOR DUTIES:

Supervises the activities performed in all work units within a Probation Office, including office management, implementation of procedures, case management and processing, records management, collection and reporting of statistics, and accounting functions.

Supervises and coordinates the work of subordinate supervisors and other staff, including reviewing work performance, motivating subordinates to work more effectively, identifying problems with performance and developing solutions to those problems, determining training needs to improve performance, initiating informal measures to correct misconduct or making recommendations for formal discipline.

Assists in the Department Head in the development and implementation of policies within the office. Develops operating procedures, forms and systems. Plans, develops and facilitates changes in procedures, forms and practices, work flows, personnel assignments, and equipment.

Advises employees when unusual work situations arise or when new procedures are instituted.

Performs personnel administrative tasks, including coordinating and participating in the hiring and promotion process, supervising the training of new employees and the ongoing training of other employees, resolving unusual employee problems, and supervising employee time and attendance records.

Regularly meets with subordinate supervisors and other staff to exchange information and to discuss issues affecting the office. Calls and conducts formal staff meetings in order to exchange information and to discuss ways to make the office function more efficiently. Prepares written agendas, causes minutes to be recorded, prepares written summaries of issues and action plans for review by the Department Head.

Prepares manuals and other materials describing procedures and standards. Prepares reports as required by the Department Head.

Regularly monitors the accuracy, completeness, and timeliness of case processing activities within all of major work units of the office.

Provides customer service to attorneys, litigants, law enforcement personnel, and the general public. Serves as a point of contact for information concerning the activities of the office who is capable of responding to all inquiries within established guidelines. May use specialized communication skills in performing these duties.

Trains staff in the use of automated systems and word processing software, introduces new versions or functions, trouble shoots problems, and attends meetings.

Assists in the preparation and maintenance of the office budget.

Supervises the management, retrieval, and destruction of court records within established guidelines.

Supervises and or performs special projects as required.

Performs the duties of a lower level series as required.

POSITION REQUIREMENTS:

Graduation from high school or its equivalent and a minimum of eight years of experience in an office, including supervisory experience, or an equivalent combination of education and experience.

Comprehensive knowledge of court procedures, legal documents, laws and factors pertaining to the court.

Comprehensive knowledge of the organization, functions, responsibilities and procedures of the court.

Considerable knowledge of Trial Court personnel policies and procedures and demonstrated ability to use those policies and procedures to resolve problems.

Considerable knowledge of the Trial Court Record Retention Schedule and effective records management techniques.

Considerable knowledge of effective supervisory and management techniques.

Considerable knowledge of and ability to use personal computers and related software.

Demonstrated ability to organize, direct, and perform high level supervisory duties in a manner conducive to full performance and high morale.

Demonstrated ability to identify problems within an office and to develop feasible solutions.

Ability to maintain a variety of complex records and to prepare reports from such records.

Ability to express ideas concisely and clearly, orally and in writing.

Ability to perform the full range of case processing duties.

Considerable interpersonal skills, including the ability to establish and maintain effective working relationships with others.

Considerable experience and demonstrated ability to serve the public and others with business before the court in a courteous and professional manner.

Excellent writing skills and the demonstrated ability to develop written reports and action plans.

SALARY:

Completed Trial Court Application for Employment should be forwarded to:

Trial Court Applications for Employment are available at all court locations and at the Administrative Office.

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER